

Schools Robocall Scripts

This resource includes three robocall scripts to notify parents and guardians about:

Close Contact/Exposure:

Use this script when a student is **a close contact** of a confirmed COVID-19 case or was **exposed**.

No Exposure from a Confirmed Case:

Use this script when a student is **not a close contact** of a confirmed COVID-19 case.

School Closure Notification:

Use this script when the school will close for in-person instruction and will shift to remote learning.

Close Contact/Exposure Notification Script

*Use this script when a student is **a close contact** of a confirmed COVID-19 case or was **exposed**.*

Dear **[SCHOOL NAME]** Parent or Guardian:

[A PERSON OR PEOPLE] in your child's class **[IS OR ARE]** confirmed to have COVID-19 and your child was a close contact of this person. A close contact is anyone who has spent 15 or more minutes within 6 feet of the person with COVID-19, regardless of whether your child and/or the person with COVID-19 was wearing a face covering.

We believe your child might have been exposed on **[DATE OF EXPOSURE]**. Your child should stay home for 14 days from that date. Your child should not return to school until **[DATE THEY CAN RETURN]** or participate in any activities during this time.

If you choose to have your child tested for COVID-19 before your child experiences any symptoms and the test is **negative**, your child must still quarantine at home for the entire 14-day period.

Public Health – Seattle & King County provided a letter that the school district emailed directly to you. The letter provides guidance on symptoms to watch for and when to contact a healthcare provider. Public Health – Seattle & King County's Contact Tracing team will be contacting you to review next steps and answer your questions.

COVID-19 continues to spread in King County. Public Health – Seattle & King County asks for your ongoing support to help slow the spread by:

- Wearing a face covering when you leave home
- Keeping at least 6 feet from others as much as possible
- Washing hands often with soap and water

If you have questions about COVID-19 or need help finding health care or a free testing site, call King County's COVID-19 Call Center at 206-377-4977. The call center is open between 8AM – 7PM. They have interpreters in multiple languages available.

[If parents or guardians ask for a more specific definition of what close contact means]

A close contact is:

- anyone who has been within 6 feet (2 meters) of a person infected with COVID-19 for at least 15 minutes
- anyone who has had unprotected direct contact with infectious secretions or excretions

This definition still applies even if both the person with COVID-19 and the close contact used a mask or face covering.

No Exposure from a Confirmed Case Script:

*Use this script when a student is **not a close contact** and was **not exposed** to a confirmed COVID-19 case.*

Dear **[SCHOOL NAME]** Parent or Guardian:

A person in your child's class is confirmed to have COVID-19. We do not believe your child was exposed or had close contact with this person.

The person with COVID-19 will not be able to return to class until after their contagious period has passed. This period is 10 days after the start of symptoms and 24 hours after fever and symptoms improve without the use of medications.

We would like to remind families that if at any time your child shows symptoms of COVID-19 (including fever, cough, headache, body aches, diarrhea and nausea/vomiting), please contact your healthcare provider and ask that your child receive testing for COVID-19. Keep your child at home while they show symptoms and keep us informed.

COVID-19 continues to spread in King County. Public Health – Seattle & King County asks for your ongoing support to help slow the spread by:

- Wearing a face covering when you leave home
- Keeping at least 6 feet from others as much as possible
- Washing hands often with soap and water

If you have questions about COVID-19 or need help finding health care or a free testing site, call King County's COVID-19 Call Center at 206-377-4977. The call center is open between 8AM – 7PM. They have interpreters in multiple languages available.

School Closure Script

Use this script when the school will close for in-person instruction and will shift to remote learning.

Dear **[SCHOOL NAME]** Parent or Guardian:

There is an increase of COVID-19 cases in **[NAME OF SCHOOL]**. For the safety of our school community, we will shift to all remote (online) learning on **[DATE WHEN REMOTE LEARNING STARTS]**. Protecting the health and safety of our students and staff is our top priority.

We are working with Public Health – Seattle & King County to track the COVID-19 cases and are being guided by state and local public health authorities. While the school building is closed, Public Health recommends that students and staff stay home as much as possible, monitor household members for COVID-19 symptoms, and avoid gatherings and social activities. This will help to reduce transmission of COVID-19.

If your child is identified as a close contact, defined as anyone who has spent 15 or more minutes within 6 feet of someone with COVID-19, you will receive a call from the Public Health – Seattle & King County Contact Tracing Team to review next steps.

If you have questions about COVID-19 or need help finding health care or a free testing site, call King County's COVID-19 Call Center at 206-377-4977. The call center is open between 8AM – 7PM. They have interpreters in multiple languages available.

We will keep you informed about our progress to reopen school as soon and safely as possible.

Thank you for your patience and feedback as we respond to the daily challenges of COVID-19.